Troubleshooting

Payments received

Parent paid online but the payment is not showing in ParentPay

If the payment does not show in ParentPay, it is likely the payment was not successful.

If the parent did not receive an email receipt for the transaction please advise them to pay again.

If the parent received an email receipt for the transaction, please arrange to forward a copy of the email receipt to support@parentpay.com in order that we can trace the payment.

Parent paid via PayPoint but the payment is not showing in ParentPay

PayPoint payments can take up to 48 hours to show against the pupil account.

If the payment was made more than 48 hours ago, please arrange to provide a copy of the PayPoint receipt (not the till receipt) as well as the pupil name and year group to support@parentpay.com

Parent paid online and their account is showing a duplicate payment

In the majority of cases, duplicate payments will be identified by our payment gateway which will automatically reject them and thus reverse them.

On occasion, a duplicate payment can occur when the user clicks 'Make payment' twice before the processing screen activates, in these instances our gateway may not identify the duplicate payment and will allow it to go through for processing.

Please contact our support team for assistance.

Refunding payments

I'm trying to refund an online payment but ParentPay tells me to contact support

Please check the following:

a) Ensure that the payment you are trying to refund against is less than 12 months old
b) Contact the parent to establish if the card originally used to make payment has been replaced (for whatever reason) or has expired.

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If either of the above is true, you are unable to refund back to the payers card online and will need to issue a cash/cheque refund from school funds.

You will also need to show that you have provided a refund against the pupil by making a manual adjustment via Finance>Record adjustment, to ensure this does not affect your banking.

If none of the above is true, please contact our support team. We will need you to supply the following information:

Pupil name
Pupil year group
Payer username
Payment Item made to
Payment amount
Payment date
Authorisation code
Amount to refund

I have refunded a cheque payment but it still shows in my banking screen/on the pupil statement

Although you may have physically refunded the payer via cheque, you have not cancelled the cheque in ParentPay (**NB**: only unbanked cheques can be cancelled, if the cheque has been banked you will need to do a manual adjustment in ParentPay instead).

Go to People>Pupils and staff and search the pupils year group and press actions and statement, locate the cheque payment, click on the link to the receipt screen and click Cancel payment.

I have refunded a parent from my petty cash and now my banking is out in ParentPay

If you refund from petty cash, you have not refunded from funds recorded in ParentPay. You need to record this in ParentPay as a debit using the reason Adjustment via Finance>Record adjustment to rectify this.

Moving money

I am trying to move a credit between siblings but it will not let me

It's likely that you are unable to move the funds as you are trying to move them between services that are associated with differing bank accounts. Money can only be moved between services that have funds settled to the same bank account.

Troubleshooting

Banking

I cannot select the account I want to bank to

Only bank accounts with cash/cheques entered against them since you last did your banking, will appear in the 'Bank account' drop down menu.

My dashboard shows that I should have collected more cash than I have

It's likely that you have made an error at some time when recording a payment in ParentPay. To identify the payment error, go to Finance >Reports> Other Reports, choose Report 08 – bank report, choose your dates to search between (if you are not sure when the error occurred report on the whole year) and tick the 'Please check to show till balance and uncheck to show banking list' tick box then click Show report.